

ABSTRACT

A method of handling an incoming call during an operational mode of a wireless communications device is provided. With the operational mode activated, an incoming call is received at the wireless communications device on a control channel of the wireless communications system. The source of the incoming call is identified, typically by activating caller ID circuitry resident within the wireless communications device to identify a phone number of the source of the incoming call. One of a plurality of pre-recorded messages is then selected either manually or automatically to play back to the source of the incoming call. The plurality of pre-recorded messages are stored at a voice message mailbox in the wireless communications system allocated to the wireless communications device. The incoming call is then diverted, without completing the call and switching to a traffic channel, to the voice message mailbox of the wireless communications device and the selected pre-recorded messages is played back for the source of the incoming call.